



CBN London Ltd.

Our Reference:

### COMPLAINANTS FORM

**I. Information on the complainant:**

ID No. (if known)		Title: Miss, Mr. Ms. Mrs		Today's Date	
Last Name			First Name		M.I.
Nationality			Date of Birth (DD/MM/YYYY)		
Address for correspondence on this complaint:					
Post Code:					
Home Phone		Best to call? yes <input type="checkbox"/> no <input type="checkbox"/>		Mobile	
Time <input type="checkbox"/> 8am-12pm <input type="checkbox"/> 1 – 5pm				Time <input type="checkbox"/> 8am-12pm <input type="checkbox"/> 1 – 5pm	
Submitting the communication: On author's own behalf?			On behalf of another Person?		
			Relationship to you		

If the complaint is being submitted on behalf of another person, her/his details:

Last Name		First Name		M.I.	
Nationality			Date of Birth (DD/MM/YYYY)		
Address or current whereabouts:					
Post Code:					

If you are acting with the knowledge and consent of that person, please provide that person's authorization for you to bring this complaint.

**II. The kind of product or service you are complaining**

**III. Details of the Customer service representative who deals with you. This would be helpful and speed up the investigations and validation of your disputes.**

Last Name: (if known)		First Name:	
Date :		Time:	
Telephone number where you called if the incident was over the phone (to enable us to retrieve the recording of the conversation)			
<input type="checkbox"/> 020 74623000	<input type="checkbox"/> 02070994280	<input type="checkbox"/> Others (please specify)	

**IV. Facts of the complaint:**

State the details, in chronological order, the facts and circumstances of the alleged violation or offensive acts you think is responsible for your complaint.



**CBN London Ltd.**

**Our Reference:**

**Please tell us what your complaint is about:**

You may choose not to use this form to complain. However, all the information on this form must be included and duly signed.

**V. Any other details which you think that might help.**

**VI. Any documents submitted that will serve as evidence, if any.**

- 1.
- 2.
- 3.

Complainant's signature \_\_\_\_\_  
(Sign over printed name)

Date \_\_\_\_\_

**For CBN London Ltd. Use only.**

Received by:	Date:	
Action Taken:		
Letter sent:	Date	Response time: